Express5800

NEC

Express Report Service (MG)
Installation Guide

Chapter 1 Introduction

Chapter 2 Express Report Service (MG)

EXPMG_E-IG-W-003-01-001
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Abbreviations of Operating Systems

Windows Operating Systems are referred to as follows.

Notations in this document	Official names of Windows
Windows Server 2008 R2	Windows Server 2008 R2 Standard Windows Server 2008 R2 Enterprise Windows Server 2008 R2 Datacenter
Windows Server 2008	Windows Server 2008 Standard Windows Server 2008 Enterprise Windows Server 2008 Datacenter Windows Server 2008 Foundation Windows Server 2008 Standard 32-bit Windows Server 2008 Enterprise 32-bit Windows Server 2008 Datacenter 32-bit
Windows Server 2003 R2	Windows Server 2003 R2 Standard x64 Edition Windows Server 2003 R2 Enterprise x64 Edition Windows Server 2003 R2 Standard Edition Windows Server 2003 R2 Enterprise Edition
Windows Server 2003	Windows Server 2003 Standard x64 Edition Windows Server 2003 Enterprise x64 Edition Windows Server 2003 Standard Edition Windows Server 2003 Enterprise Edition
Windows 7	Windows 7 Professional 64-bit Edition Windows 7 Ultimate 64-bit Edition Windows 7 Professional 32-bit Edition Windows 7 Ultimate 32-bit Edition
Windows Vista	Windows Vista Business 64-bit Edition Windows Vista Enterprise 64-bit Edition Windows Vista Ultimate 64-bit Edition Windows Vista Business 32-bit Edition Windows Vista Enterprise 32-bit Edition Windows Vista Ultimate 32-bit Edition
Windows XP	Windows XP Professional x64 Edition Windows XP Professional

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1. Introduction

Before you use the product, read through this document carefully, which gives you the proper usage of the utility.

♦Notations used in the text

In addition to safety-related symbols urging caution, 3 other types of notations are used in this document. These notations have the following meanings.

Indicates critical items that must be followed when the operating software.

Indicates items that must be confirmed when the operating software.

Indicates information that is helpful to keep in mind when using this server.

♦Setup

The following is needed for the setup of Express Report Service (MG). Prepare beforehand.

- The contract of hardware maintenance service for this computer or Express Report Service.

For details of the contract, contact your dealer.

- When starting Express Report Service (MG).

˝Opening Key File ˝, containing contract information, must be applied to the target server.

˝Opening Key File ˝ is provided by Support Center upon our Opening preparation.

Concerning file presentation and file application, we offer you two methods of delivery as follows:

- Download via network

  If you sign up Express Report Service (MG) for NEC Support Pack entry site or Customer entry site, you can download the ˝Opening Key File ˝ after our preparation is done, following after your application.

- Opening CD (or Opening FD)

  If you sign up Express Report Service (MG) with an application form or a contract document enclosed with the product, we first look at your application. When our preparation of Opening is done, ˝Opening CD (or Opening FD) ˝ with ˝Opening Key File ˝ is sent from Support Center.

  Wait for a while after it follows a procedure for application.

2. Express Report Service (MG)

This section explains necessary setup procedure to introduce Express Report Service (MG).
Make sure to read through it before you use Express Report Service (MG).
Registration to Express Report Service allows you to report automatically to Support Center on failure information (includes preventive maintenance information), and that can be sent via E-mail or modem. This service permits you to detect system troubles in advance and to maintain the computer promptly in case of trouble.
Generally Express Report Service operates in conjunction with NEC ESMPRO Agent. For this reason, NEC ESMPRO Agent is indispensable to use the service. But if your server corresponds to a model to which NEC ESMPRO Agent is not applicable, install Report Service (MG) to NEC ESMPRO Manager.

2.1 System requirements

Express Report Service (MG) requires the following hardware and software:

1) Hardware
   - Memory 18.0 MB or more
   - Free hard disk drive space 30.0 MB or more
   - Modem (via Dial-up)
     In regard to support modem, contact Support Center for details.
   - Mail Server (via Internet mail)
     SMTP is used as a protocol.

2) Software
   - NEC ESMPRO Manager
   - NEC ESMPRO Manager-supported OS

2.2 Before starting installation

Express Report Service (MG) must be installed after the installation of NEC ESMPRO Agent.
If Express Report Service (MG) is already installed, refer to ˝2.8 Notes˝ for ˝♦Renewal of Express Report Service (MG)˝.

2.3 Installing Express Report Service (MG)

This section describes the procedure of installation of Express Report Service (MG).

Important

- Start installing after the system starts completely.
- If installation is conducted right after the system startup, it may fail. Wait for a while and retry if the error message appears.

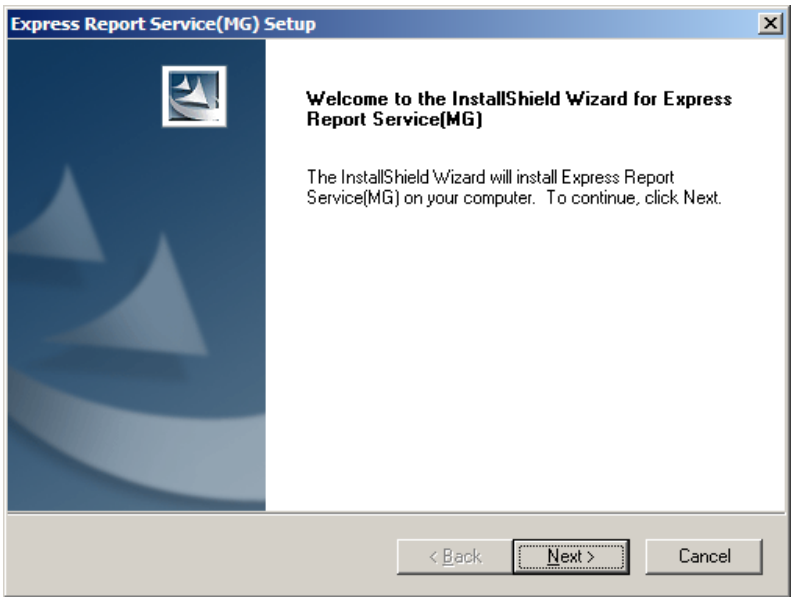
1. **Logon as an administrator.**
2. **Start the setup program.**

   Perform “EXPMG¥setup.exe” in EXPRESSBUILDER.

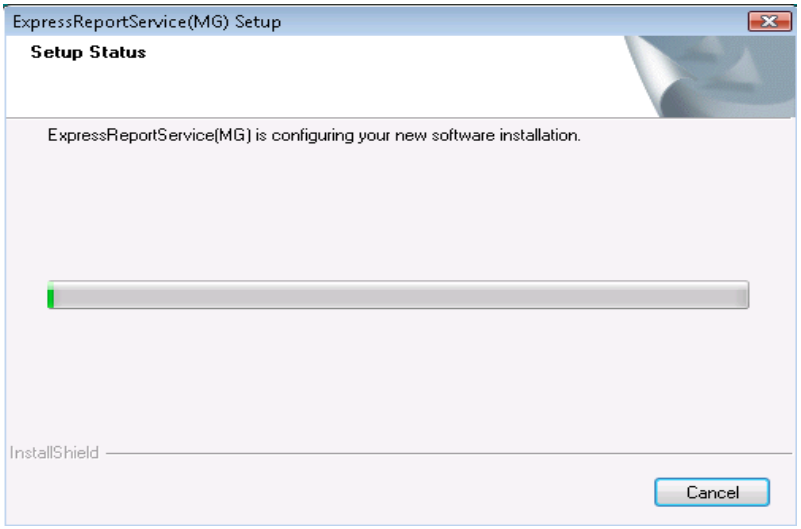
Tips

In the environment that user account control is activated on Windows Vista / Windows Server 2008 or later version, [User account control] window is displayed. Click [Continue] and go onto the next procedure.

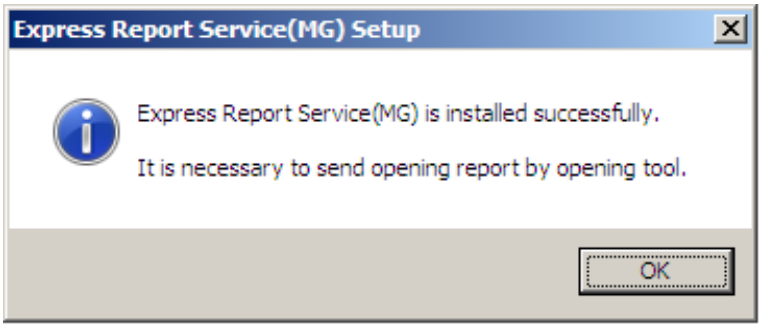
3. **Click [Next].**


Express Report Service(MG) Setup
Welcome to the InstallShield Wizard for Express Report Service(MG)
The InstallShield Wizard will install Express Report Service(MG) on your computer. To continue, click Next.
< Back
Next >
Cancel

The following window is displayed and installation starts.



4. **Click [OK].**


Express Report Service(MG) Setup
Express Report Service(MG) is installed successfully.
It is necessary to send opening report by opening tool.
OK

The installed is complete.

The functions of installed Express Report Service (MG) will be enabled after the OS is restarted.

Important

Just a completion of setup does not get Express Report Service operative.

This must be followed by ˝Opening ˝ with Opening Tool.

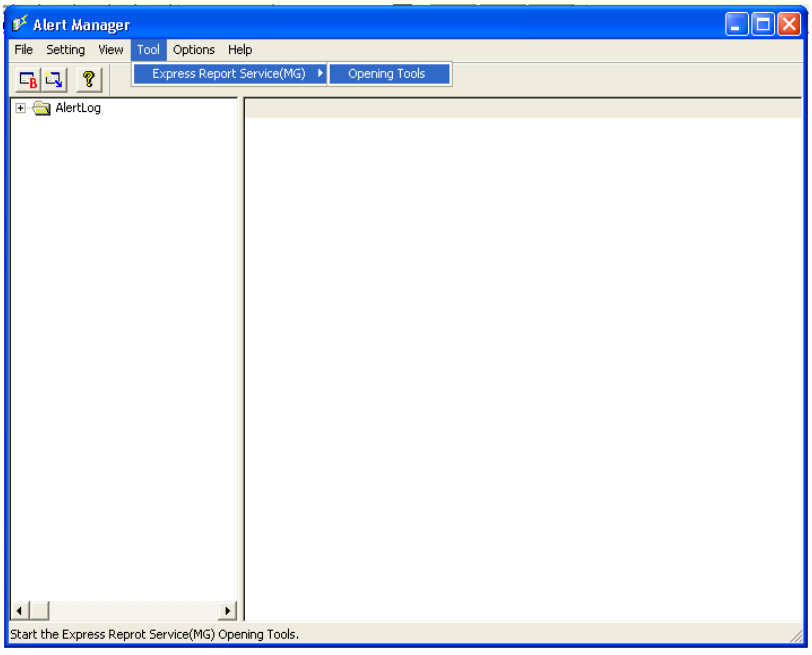
2.4 Opening Tool

2.4.1 Opening report

Express Report Service comes into operative through ˝Opening ˝ after installation of Express Report Service (MG).

1. **Start AlertViewer.**
2. **Click [Tool] - [Report Settings].**

   Report Setting Tool starts.

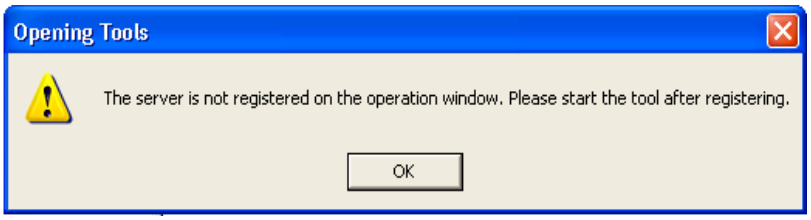


3. **Click [Tool] - [Express Report Service (MG)] - [Opening Tool].**

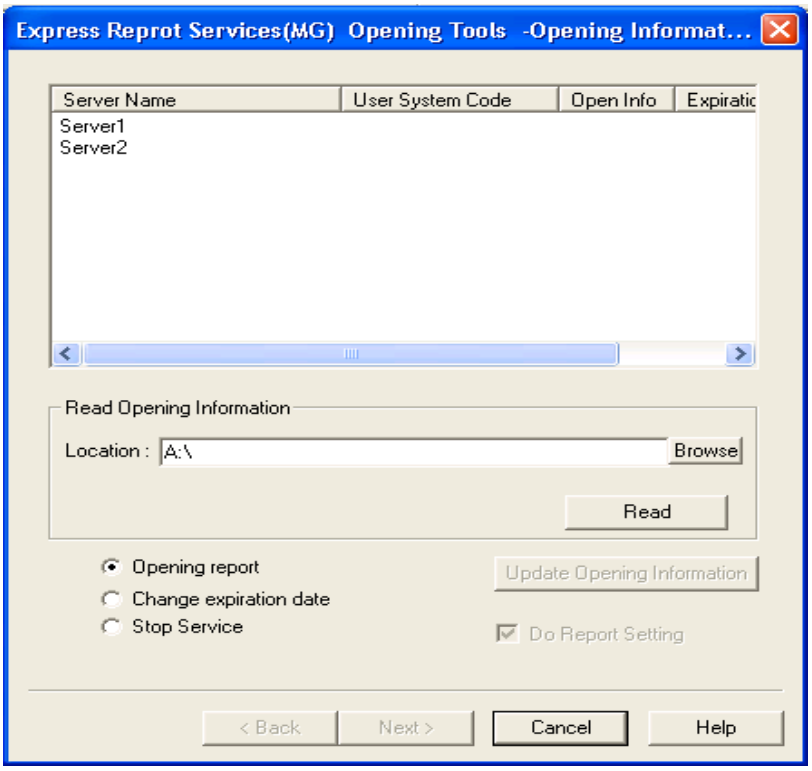
   Express Report Service Opening Tool starts.

   When no server is registered on the operation window, the following message is displayed.

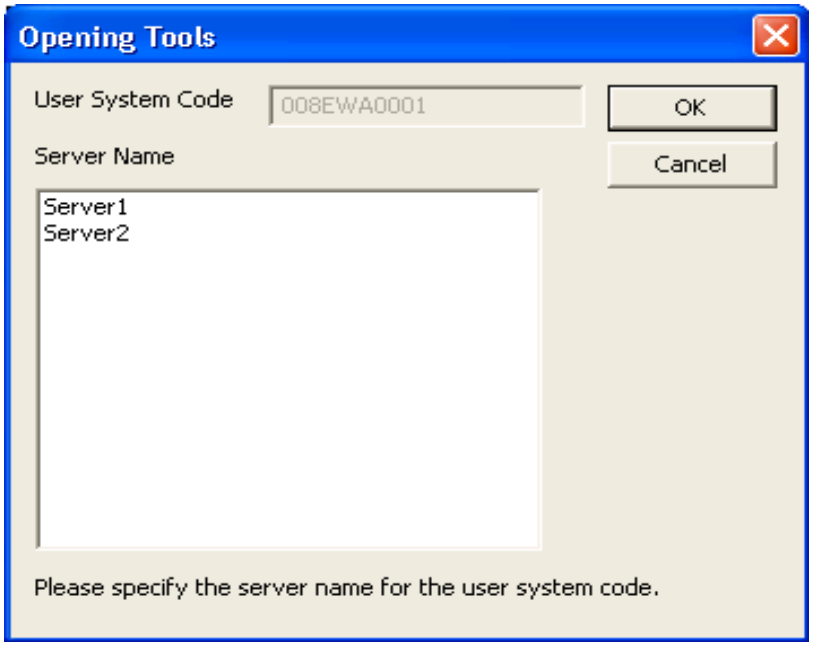
   Opening Tool does not start.



4. **Setup Report Opening CD (or FD) in an appropriate drive, and enter a drive name in ˝Location ˝, then click [Read].**



When Report Opening CD (or FD) is read properly, the following window is displayed.



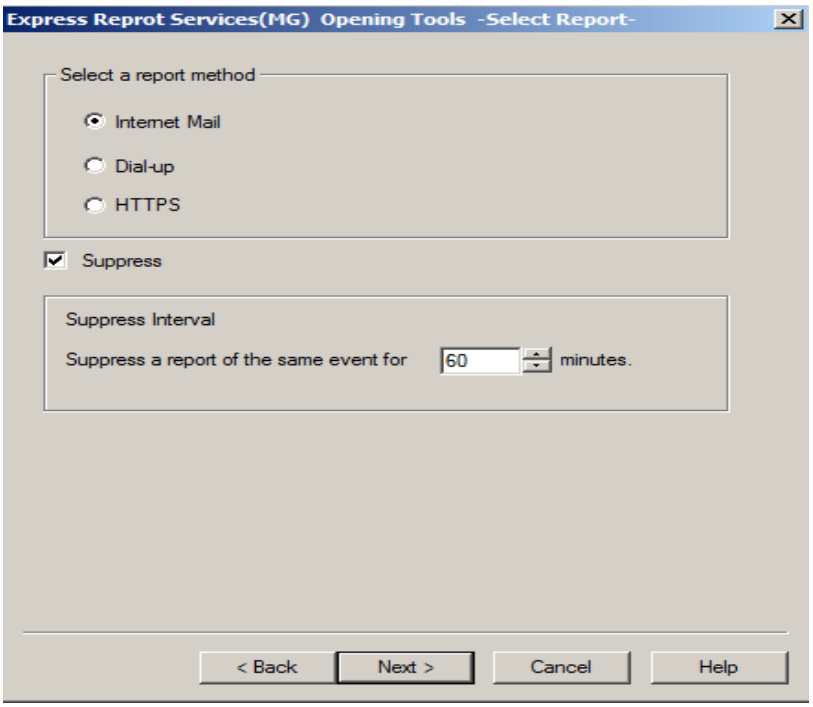
Select a server name which corresponds to User System Code, then click [OK].

Important User System Code is allocated to a server. Select the correct one.

5. To modify the content of Opening Information, click [Update Opening Information].

If you do not need to do it, skip this procedure and go onto the next procedure.

6. Select [Opening file] and click [Next].

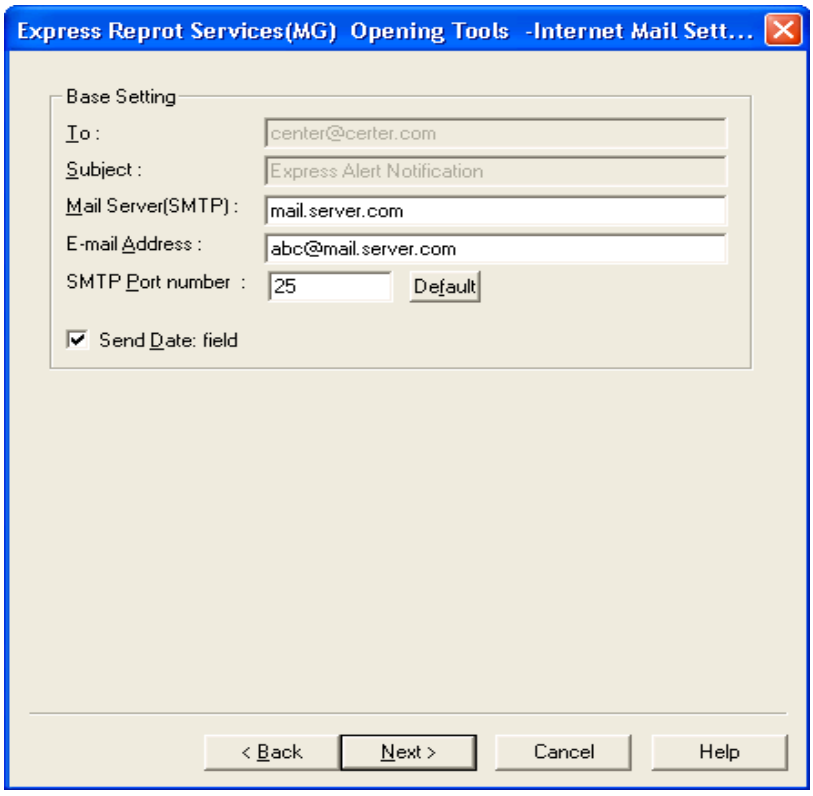


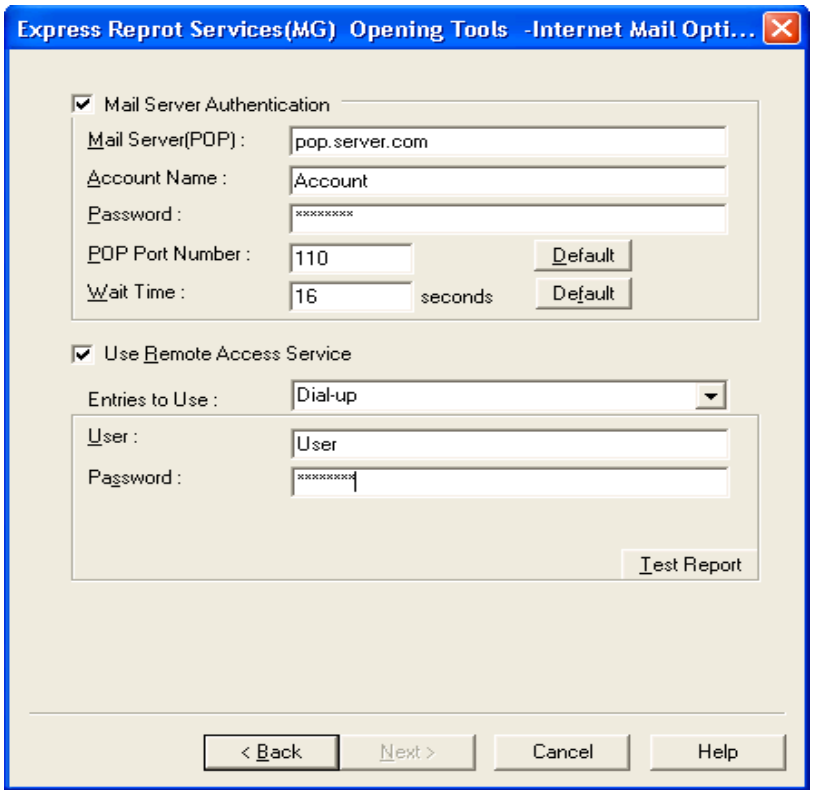
* HTTPS is available only for use with the OS such as Windows Vista, Windows Server 2003 R2 or later.
For the OS preceding version of Windows Vista or Windows Server 2003 R2 (e.g. Windows XP), HTTPS is displayed in grayout.

7. Select a report method and click [Next].

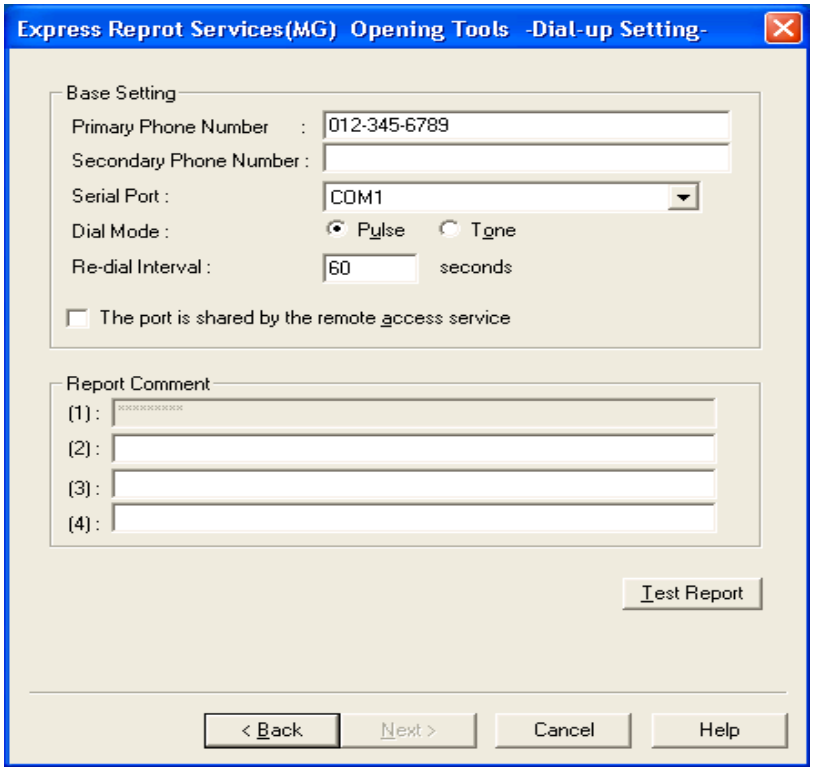
The window differs according to the access. Specify necessary information in an appropriate window.

[Internet Mail]

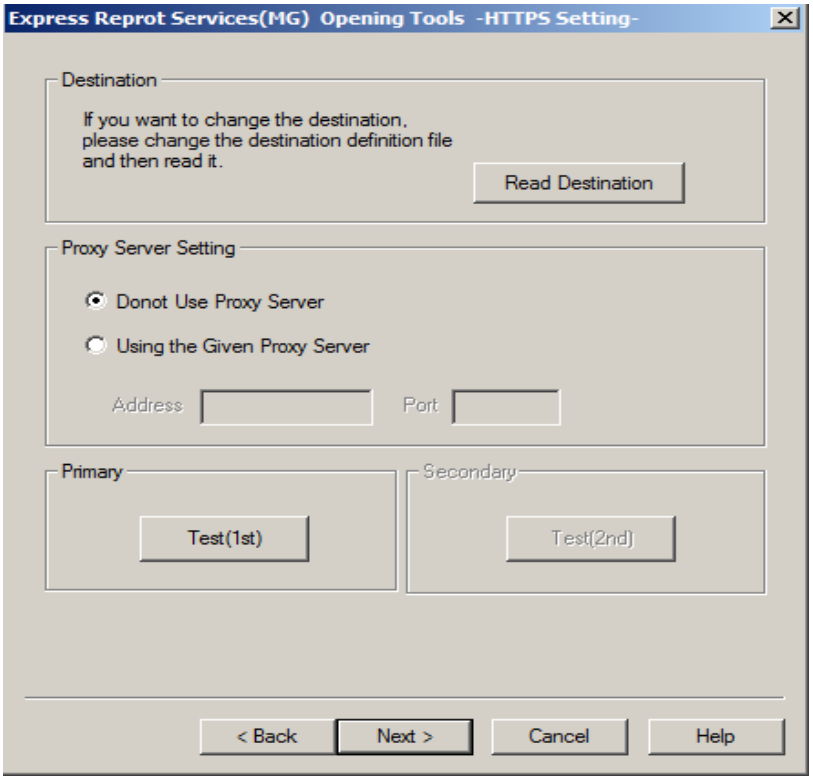




[Dial-up]

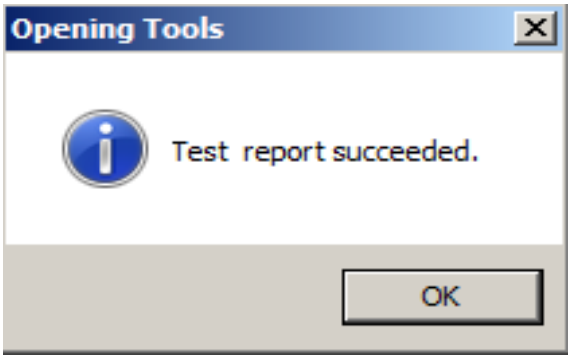


[HTTPS]



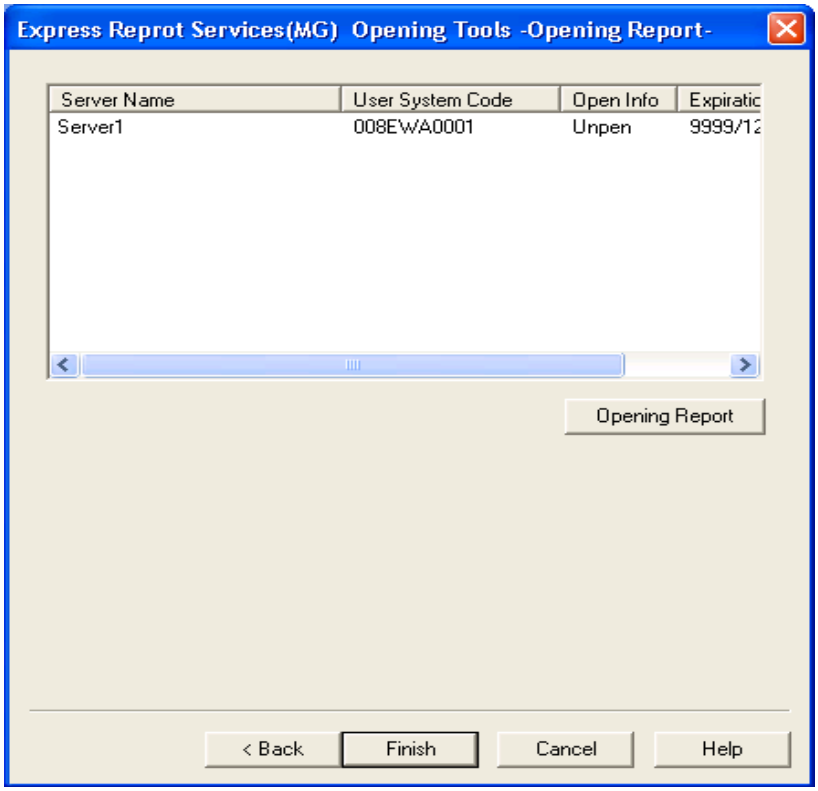
* HTTPS is available only for use with the OS such as Windows Vista, Windows Server 2003 R2 or later.
For the OS preceding version of Windows Vista or Windows Server 2003 R2 (e.g. Windows XP), HTTPS is displayed in grayout.

8. **Click [Test report].**



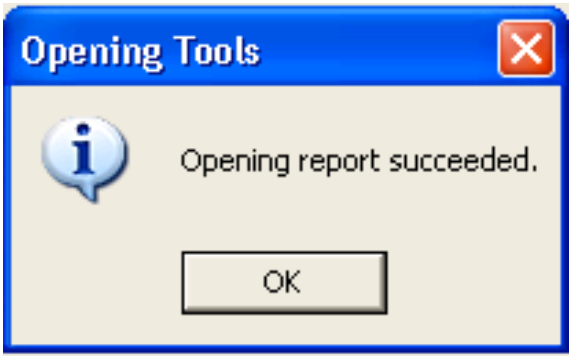
9. **Click [Next].**

Opening report screen is displayed.



10. **Click [Opening report].**

When Opening report is done properly, the following window is displayed.



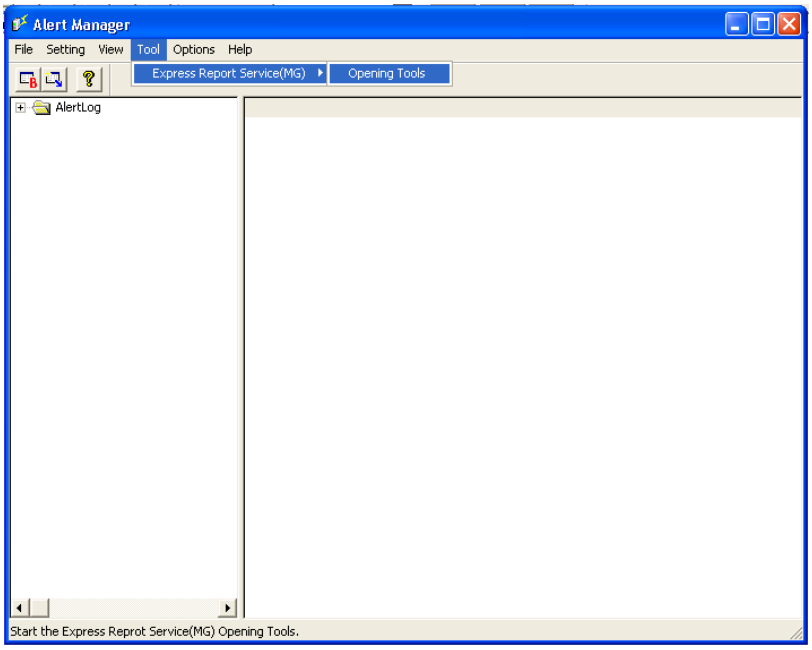
11. **Click [Finish] to end Opening Tool.**

2.4.2 Stop the service

To disable Express Report Service, stop the service.

1. **Start AlertViewer.**
2. **Click [Tool] - [Report Settings].**

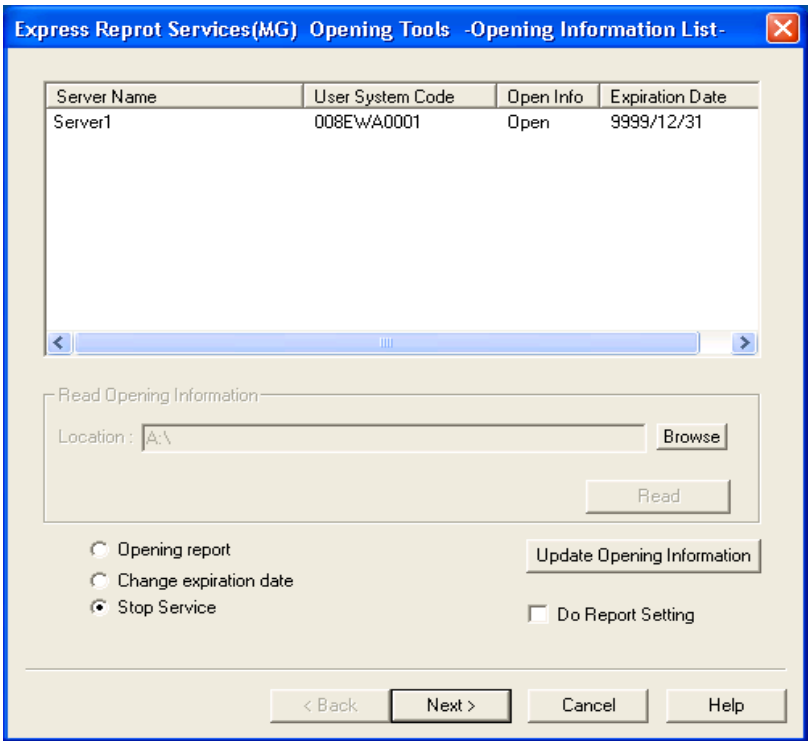
   Report Setting Tool starts.



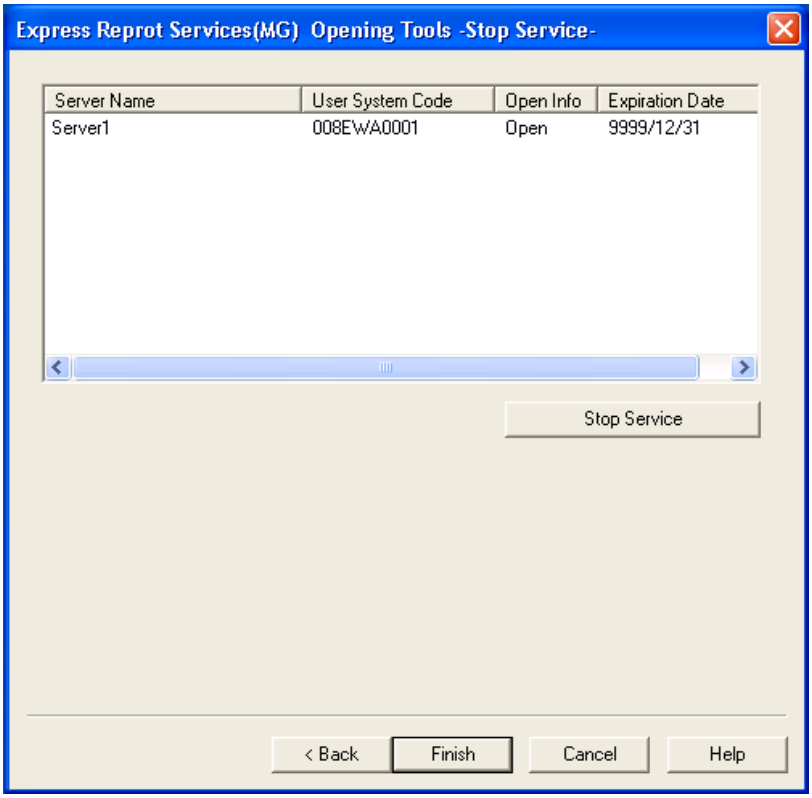
3. **Click [Tool] - [Express Report Service (MG)] - [Opening Tool].**

   Express Report Service Opening Tool starts.

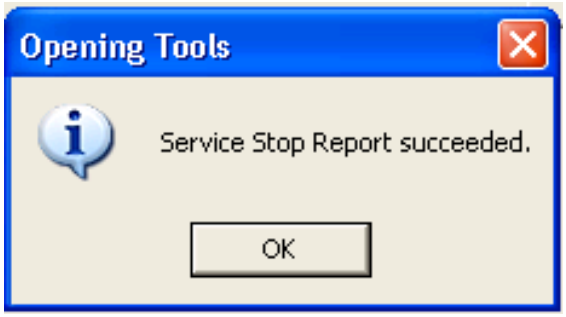
4. **Click [Stop Service] and then click [Next].**



5. **Click [Stop Service]**



When Service Stop Report is done properly, the following window is displayed.



6. **Click [Finish] to end Opening Tool.**

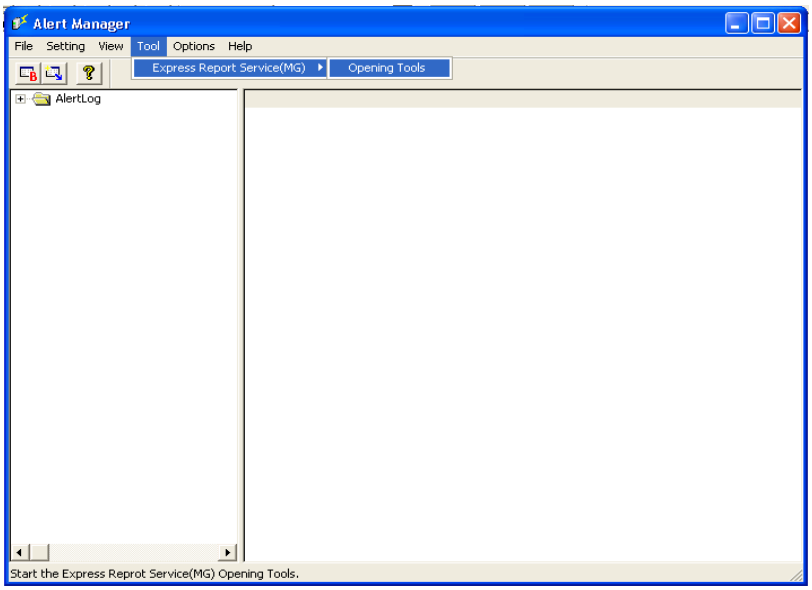
2.4.3 Change of expiration date

When the term of Express Report Service expired, change the expiration date.

And to do that, an extension of Express Report Service contract is required.

1. **Start AlertViewer.**
2. **Click [Tool] - [Report Settings].**

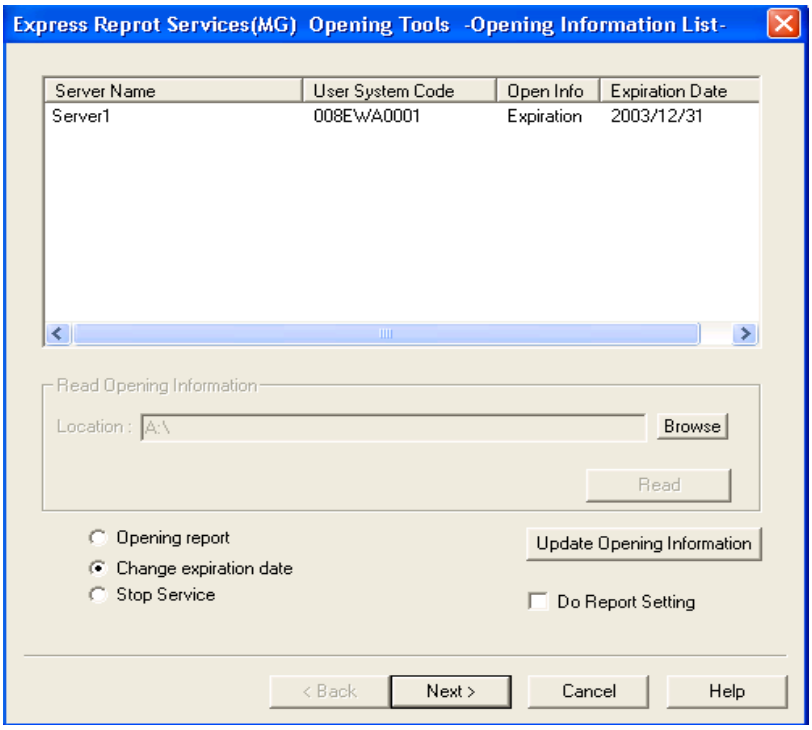
   Report Setting Tool starts.



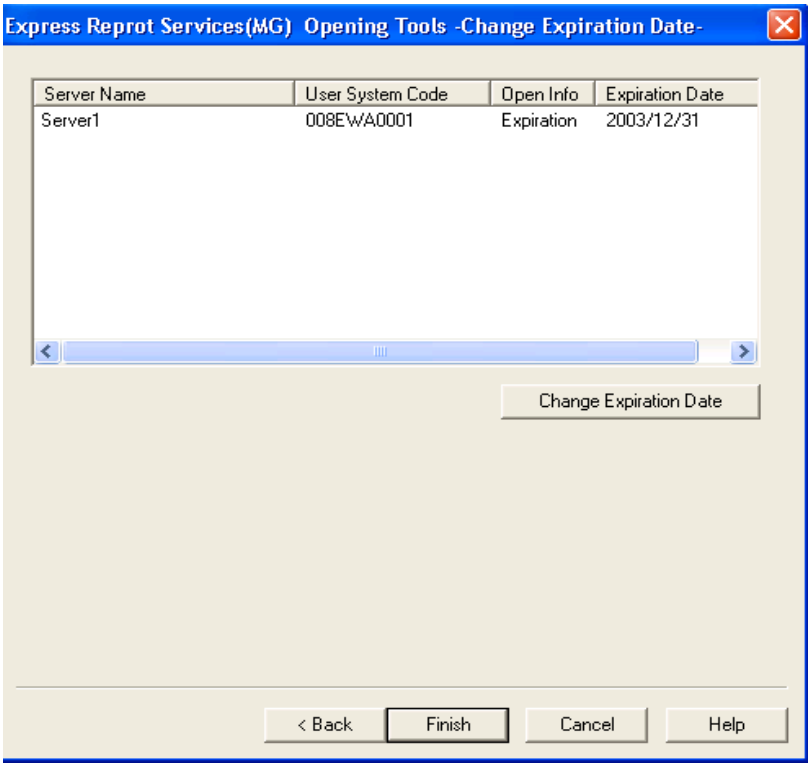
3. **Click [Opening Tool] or select [Tool] - [Express Report Service(MG)] - [Opening Tool].**

   Express Report Service Opening Tool starts.

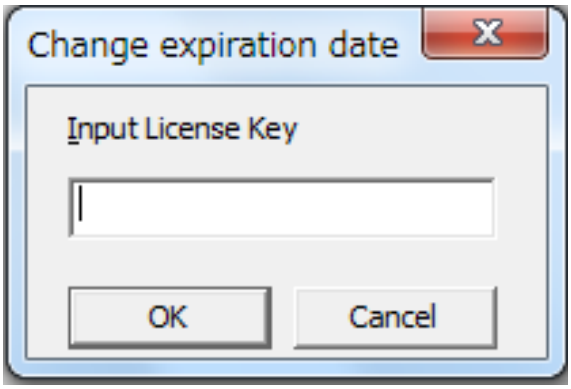
4. **Select [Change expiration date] and then click [Next].**



5. **Click [Change Expiration date].**



To enter License Key, the following window is displayed.



License Key is available by extension of Express Report Service contract.

6. **Click [Finish] to end Opening Tool.**

2.5 Setting for receiving information

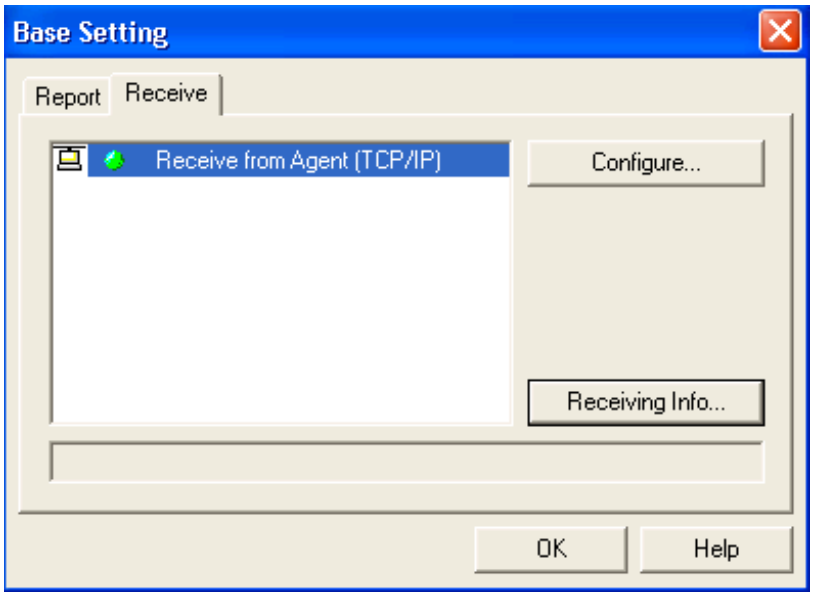
In regard to receiving information, follow the setting procedure below described.

2.5.1 Start [Setting for receiving information] tool

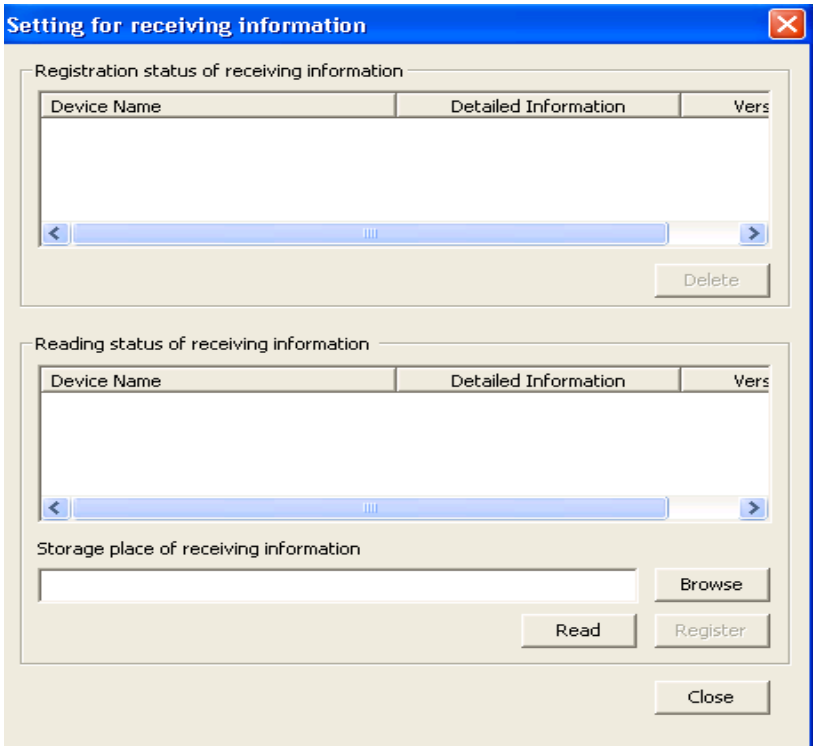
To start [Setting for receiving information] tool, refer to the following procedure.

1. **Start AlertViewer.**
2. **Click [Tool] - [Report Settings], and then click [Setting] - [Base Setting].**

   [Receive] is displayed.



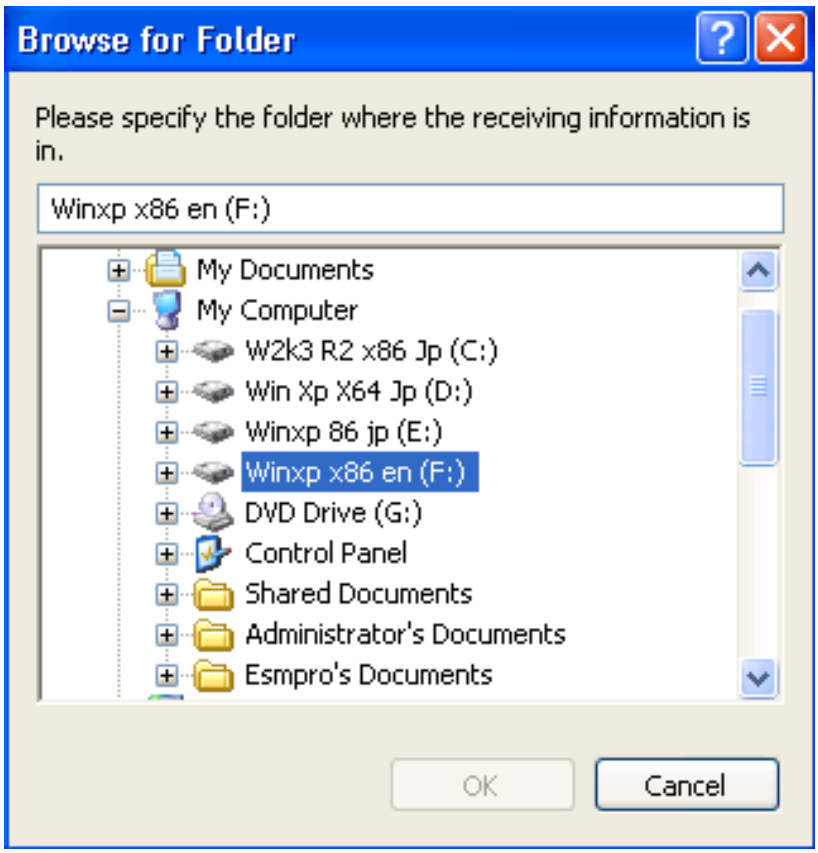
3. **Click [Setting for receiving information] to start the receiving information setting tool.**



2.5.2 Setting for storage place of receiving information

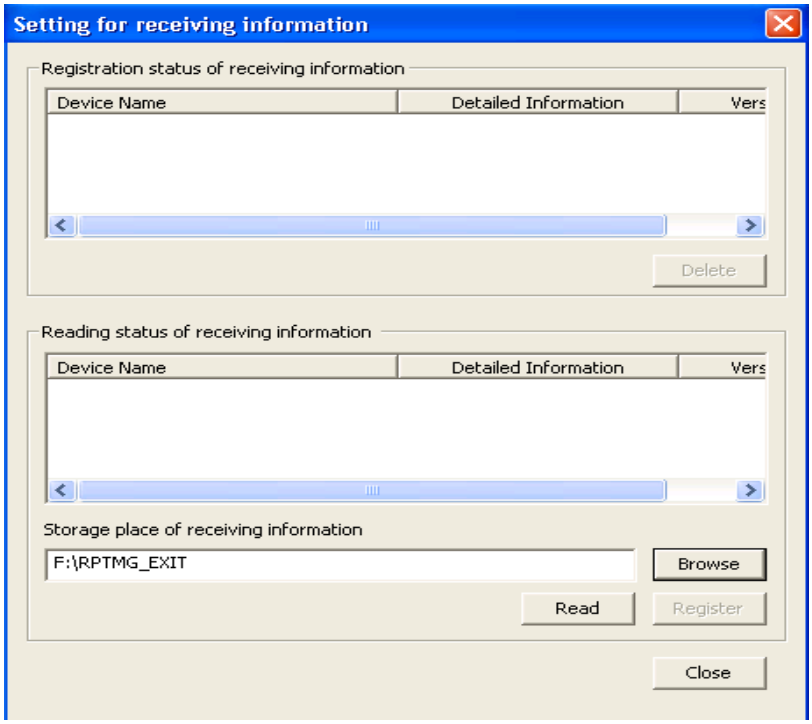
1. **Enter a storage place directly into [storage place of receiving information] or Click [Browse] on [Setting for receiving information] screen.**

   When clicked [Browse], the following window [Browse for Folder] is displayed.



2. **Specify the folder where the receiving information is, and then click [OK].**

   Specified location for [storage place of receiving information] is displayed as the following window.

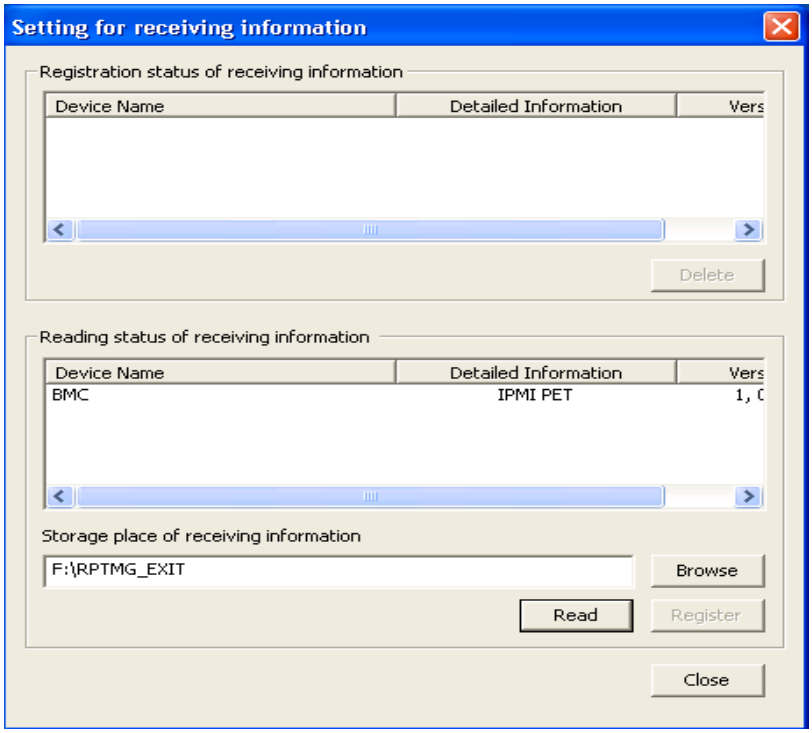


2.5.3 Read-in of receiving information

When clicked [Read], receiving information is read in from [storage place of receiving information].

The information is displayed on [Registration status of receiving information] window.

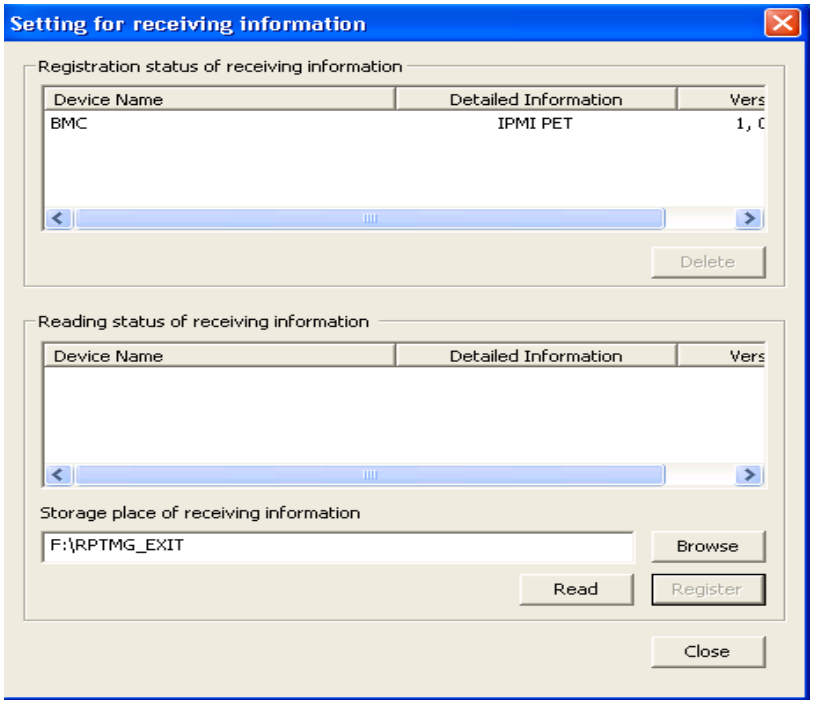
When no information is indicated in [storage place of receiving information] (i.e. registerable information does not exist), nothing is shown in the window.



2.5.4 Entry operation

Go over the indicated items in [Reading status of receiving information]. Select the ones that need registering, and next click [Register] for registration.

When registration is completed, the window display changes as below.



2.5.5 Delete operation

Select an item shown in [Registration status of receiving information] and click [Delete] to remove it.

2.5.6 Close

When clicked [Close], [Setting for receiving information] tool ends.

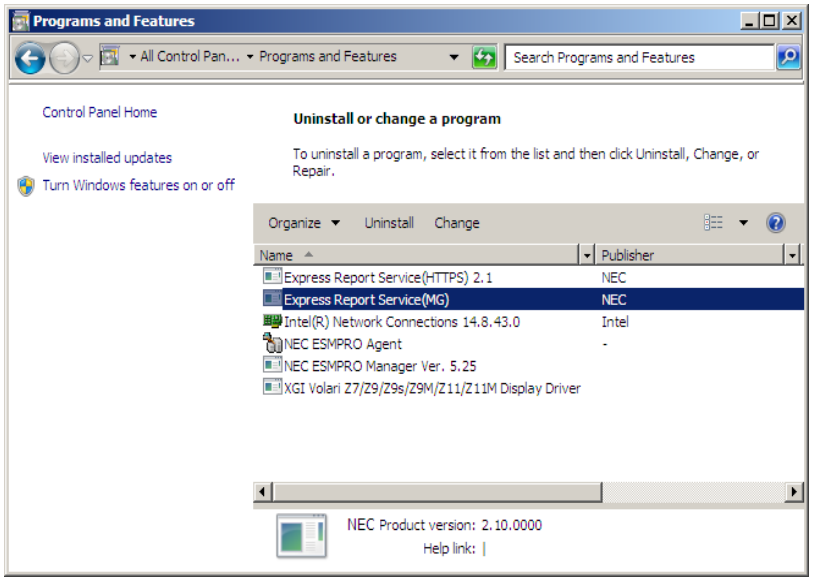
2.6 Uninstalling Express Report Service (MG)

This section describes the procedure of uninstallation of Express Report Service (MG).

Important

- Start uninstallation after the system starts completely.
- If uninstallation is conducted right after the system startup, it may fail. Wait for a while and retry if the error message appears.

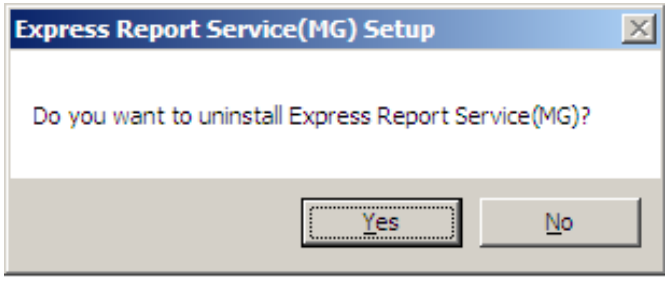
1. **Logon as an administrator.**
2. **Select [Program] from the Start menu, and then select [Setting] - [Control Panel].**



3. **Select [Express Report Service (MG)] and click [Uninstall/Change] (or [Change/Remove]).**

   The following window is displayed.

4. **Click [Yes].**



5. **When the following window is displayed, click [OK].**

Now Express Report Service (MG) is uninstalled.

It is necessary to restart OS.

2.7 Definition file

When selected ˝HTTPS ˝ as a report method, this procedure must be followed.

♦In case of trouble; Log-gathering/Log report function

Concerning log information reported in conjunction with failure information, specify it in accordance with the following conditions.

<Path:%ESMPRO%¥AlertMan¥Work¥WMGReprt>

<File name:MGHTPLOG>

[Configuration]

- TimeOut=xxxx *Specifies a time out period (sec).
- MaxSize=0 *Specifies an attachable maximal log size (KB).
  When ˝0 ˝ is given, unlimitedly possible.

[DefaultTools]

- Command=”c:¥xxx¥xxx¥xxx.bat” *Used for events in which a command is undefined.
- LogFile=”:¥xxx¥xx¥xxx.log” *Log file name or folder.
- Directory=”c:¥xxx¥xxx” *Directory where the command is executed.
- IPadr=YES or NO *IP address argument entry for the server in which failure occurred.

[NoneTrouble] *Specifies sources of exempt command execution/event ID.

- SourceName01=xxxxxxx
- EventID01=xxxxx,xxxxxx,xxxxx
- SourceName02=xxxxxxx
- EventID02=xxxxx,xxxxxx,xxxxx

[Tool001] *Specifies sources of exempt command execution/event ID.

- SourceName01=xxxxxxx *Command is registerable from ˝Tool001～Tool999 ˝.
- EventID01=xxxxx,xxxxxx,xxxxx
- Command=”c:¥xxx¥xxx¥xxx.bat”
- LogFile=”c:¥xxx¥xxx¥xxx.log
- Directory=”c:¥xxx¥xxx”
- IPadr=YES or NO

[Tool002]

- SourceName01=xxxxxxx
- EventID01=xxxxx,xxxxxx,xxxxx
- Command=”c:¥xxx¥xxx¥xxx.bat”
- LogFile=”c:¥xxx¥xxx¥xxx.log
- Directory=”c:¥xxx¥xxx”
- IPadr=YES or NO

1. **In [Configuration] section, specify parameters.**

   In ˝Timeout ˝, specify number of seconds to stop collecting failure information.

   In ˝MaxSize ˝, specify maximal size of collecting failure information log (count by KB).

   When ˝0 ˝ is given, unlimitedly possible.

2. **In [DefaultTools] section, specify log information for the case of not specifying individual log commands.**

   In ˝Command ˝, specify the absolute path of log command.

   In ˝Directory ˝, specify the absolute path where the log-gathering command is executed.

   In ˝LogFile ˝, specify the absolute path.

   When a folder is specified, the files under it (includes subfolders) are collected.

   In ˝IPadr ˝, when IP address of the server in which failure occurred is passed to commands as parameters, select [Yes].

   When IP address is not passed, specify ˝NO ˝ or do not enter IPadr.

3. **In [NoneTrouble] section, specify events that are not the targets for log-gathering.**

   Specify the events as ˝SourceNameXX ˝,˝EventIDXX ˝ (˝XX ˝ is any of the sequence number from ˝01 to 99 ˝).

   In ˝SourceNameXX ˝ specify the source name of the target.

   When ˝* ˝ is given, all source name are specified.

   In ˝EventIDXX ˝, specify the target event ID.

   Specify the event ID, all 32 bytes events, in hexadecimal beginning with ˝0x ˝.

   Multiple event IDs can be given, separated by ˝, ˝. When ˝* ˝ is given, all event IDs are specified.

4. **In [ToolYYY] section (YYY is any of the sequence number from ˝001 to 999˝), specify individual log command.**

   In ˝Command ˝, specify the absolute path of log command.

   In ˝Directory ˝, specify the absolute path where the log-gathering command is executed.

   In ˝LogFile ˝, specify the absolute path.

   When a folder is specified, the all files under it (includes subfolders) are collected.

   Specify the events as ˝SourceNameXX ˝, ˝EventIDXX ˝ (˝XX˝ is any of the sequence number from ˝01 to 99 ˝).

   In ˝SourceNameXX ˝, specify the source name of the target.

   When ˝* ˝ is given, all source name are specified.

   In ˝EventIDXX˝, specify the target event ID.

   Specify the event ID, all 32 bytes events, in hexadecimal beginning with ˝0x ˝.

   Multiple event IDs can be given, separated by ˝, ˝. When ˝* ˝ is given, all event IDs are specified.

   In ˝IPadr ˝, when IP address of the server in which failure occurred is passed to commands as parameters, select [Yes].

   When IP address is not passed, specify ˝NO˝ or do not enter IPadr.

* Concerning the event that corresponds with multiple [ToolYYY], all collecting commands are executed.
  In this case, Timeout is applied to the session until after all command execution is completed.
  It is not applied to each collecting command.
* When no command is written in [DefaultTools] section, log-gathering is executed concerning only the event defined in [ToolYYY].
* Even if ˝* ˝ is defined in [NoneTrouble] section, log collection of [ToolYYY] section log is executed concerning the event written in [ToolYYY] section.

2.8 Notes

♦Uninstalling NEC ESMPRO Manager

Express Report Service (MG) must be uninstalled prior to uninstalling of NEC ESMPRO Manager.

♦Port where connect a modem

In reference to usage of a modem in a device with no COM port, contact to Support Center.

♦Ports used in Express Report Service (MG)

Usage of security software with firewall functions may block reports of Express Report Service (MG). The followings are the programs that Express Report Service (MG) uses when sending alerts. Therefore, make sure to exclude them from block target of security software.

- AMSADM.EXE
- AMVMAIN.EXE

In addition, following ports are used:

- 25 (SMTP) When Report via Internet mail is applied.
- 110 (POP3) When Authentication is set for sending report by E-mail.

♦When you change the report method

When you change the report method from ˝via Internet mail ˝ or ˝via Dial-up˝ to ˝Via HTTPS ˝, or from ˝via HTTPS ˝ to ˝via Internet mail˝ or ˝via Dial-up ˝, you should do ˝reopening ˝.

Follow the instruction described in the section ˝2.4 Opening Tool˝ and execute ˝reopening ˝.

When you change the report method from ˝via Internet mail ˝ to ˝via Dial-up ˝, you do not need to do ˝reopening ˝, and vice versa.